



Returning from Iraq or Afghanistan? Reintegration Tips

TEO FS-22

"Your Passport to Quality Health"

Fact Sheet

*Welcome Home! If you have the opportunity to take some leave following your redeployment, TRICARE has you covered no matter where you go. Your TRICARE Prime enrollment protects you and your family by ensuring that you get priority care at all U.S. military treatment facilities (MTF) worldwide. Prime will also help you manage your medical bills. The following are some of the circumstances in which you, an **active duty service member or active duty family member enrolled in Prime**, may find yourself while you're away from home. If you are active duty military, remember that you must have Service preauthorization before seeking civilian medical care, unless it is an emergency.*

Traveling with Prime: Active Duty

○ **Overseas.** If you require emergency care, obtain treatment from the nearest military or civilian medical facility and then contact your unit or TRICARE Service Center (TSC) as soon as possible. Active Duty members **must have authorization to use local host-nation physicians for non-emergencies**. Civilian medical bills must be sent to our overseas claims processor, Wisconsin Physician Services (WPS).

○ **Traveling in the United States.** If you need emergency medical care while in the U.S., get the care from the nearest military or civilian medical facility. Active duty members traveling in the U.S. should not receive routine care without authorization from their unit or parent Service. All civilian medical bills must be sent to WPS.

Traveling with Prime: Active Duty Family Members

○ **Overseas.** If you require emergency care in your overseas assigned area, obtain treatment from the nearest military or civilian medical facility and then contact your TSC as soon as possible. All routine care must be provided by your Primary Care Manager (PCM) unless you are referred to a civilian provider by your PCM or TRICARE Service Center. Civilian medical bills must be sent to WPS.

○ **Traveling in the United States.** If you require emergency medical care while in the U.S., get care from the nearest medical facility. For non-emergency medical care, we recommend you go to a military facility. If an MTF is not available, contact the TSC closest to you for information on network providers nearby. Preauthorization is not currently required for care received in the United States (with the exception of mental health care). Please note that you may face out-of-pocket costs if you use a non-network provider for routine care. In all cases, your medical bills must be sent to WPS.

Care from a military facility in CONUS

You and your dependents are allowed to receive care at any U.S. military treatment facility in the world. You don't need preau-

thorization and you don't need to be enrolled in the region where the MTF is located. The only reason that you may not receive care at an MTF is if there is no space available at the time of your visit. If you are told you are *not allowed* to receive care at a MTF for any other reason, contact TRICARE Europe for assistance.

Prescription Drugs in CONUS

If you need to fill a prescription in CONUS, make sure you go to a TRICARE retail pharmacy. You can find a retail pharmacy by calling one of the numbers listed on back, or at www.tma.osd.mil. In rare cases, you may need to pay up-front and file for reimbursement. In this case, it is critical that you keep a copy of your itemized bill and your receipt. Submit these documents when you file your claim with our claims processor.

Family Members Returning from CONUS

If your dependants resided in the states for over 60 days during your deployment and have now returned overseas, ensure they

Claims Processing Checklist

<i>Items required with medical claim</i>	<i>Active Duty Military</i>	<i>Active Duty Family Member enrolled in Prime</i>
Authorization required for non-emergency medical care overseas?	Yes	Yes
Authorization required for non-emergency medical care in CONUS?	Yes, from unit or service	No (except for mental health care)
Co-pays required?	No	No
Authorization Form (SF 1034 or NAVMED 6320/10)	Yes	No
Need an itemized bill from civilian practitioner?	Yes	Yes
TRICARE Claim Form required?	Yes	Yes
Send claims to:	TRICARE Europe WPS-Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968	TRICARE Europe WPS-Claims Processing P.O. Box 8976 Madison, WI 53707-8976

visit the nearest TRICARE Service Center to transfer their enrollment back to TRICARE Europe.

Required Claims Documentation

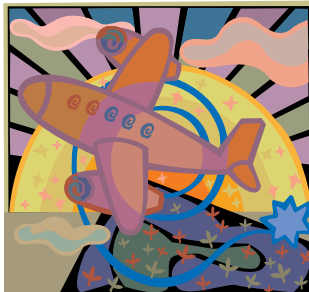
○ TRICARE/CHAMPUS Claim Form. Forms are available at www.tricare.osd.mil/ClaimForms.

○ An itemized bill.

○ A receipt (if applicable) for the amount the patient paid to the physician or hospital.

○ Appropriate authorization form for active duty. Air Force/Army personnel use **SF 1034, Public Voucher for Purchases and Services Other than Personal**. Navy/Marine Corps personnel use **NAVMED Form 6320/10, Non-Naval Health Care Claim Form**. The certifying official may be a medical representative, Beneficiary Counseling and Assistance Coordinator (located at your TSC) or senior officer.

○ If you paid for care out-of-pocket, the authorization or claim form should indicate that payment should be made to the member or beneficiary instead of the provider.



Follow-up Information for Claims

WPS will send an **Explanation of Benefits (EOB)** to both the provider and beneficiary/sponsor for each processed claim. The EOB states the billed amount, tells you how much TRICARE paid, how much the enrollee needs to pay (if anything) and to whom payment has been made.

If you ever have questions or difficulties with a claim, contact your TSC in Europe with this document in hand. You may also check the status of your claim(s) at any time by visiting www.tricare4u.com.

Traveling Outside Region — Over 60 Days

If you will be traveling to the states for a visit that exceeds 60 days, you should notify your local TSC. When you arrive at your destination, you must contact the gaining TSC to request a transfer of your enrollment to the new region in which you are staying.

A TRICARE representative will provide you with an information packet that includes where to send your claims as well as information on the local civilian provider network. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back to Europe.

Family Members Visiting Europe

If a family member is enrolled in TRICARE Prime in a CONUS region and will be staying with you in Europe for less than 30 days, they may remain enrolled in Prime in their current region. However, they must have authorization from their Primary Care Manager for anything other than emergency care or they may face out-of-pocket expenses.

How to Get Help

If you have problems or questions about your health care while in CONUS, contact our centralized TRICARE Service Center toll-free at 888-777-8343. In CONUS, you may also call the TRICARE Health Care Finder at (800) 242-6788 to find the nearest military treatment facility near you. This information is also available online at www.tricare.osd.mil/mtf/.

TRICARE Regional Points of Contact

State	Number	State	Number	State	Number
Alabama	(800) 444-5445	Louisiana (western)	(800) 406-2832	Pennsylvania	(888) 999-5195
Alaska	(800) 242-6788	Maine	(888) 999-5195	Puerto Rico/Virgin Islands	(800) 444-5445
Arizona (except Yuma)	(888) 874-9378	Maryland	(888) 999-5195	Rhode Island	(888) 999-5195
Arizona (Yuma only)	(800) 242-6788	Massachusetts	(888) 999-5195	South Carolina	(800) 444-5445
Arkansas	(800) 406-2832	Michigan	(800) 941-4501	South Dakota	(888) 874-9378
California (northern)	(800) 242-6788	Minnesota	(888) 874-9378	Tennessee	(800) 444-5445
California (southern)	(800) 242-6788	Mississippi	(800) 444-5445	Texas (eastern)	(800) 406-2832
Colorado	(888) 874-9378	Missouri	(888) 874-9378	Texas (western)	(888) 874-9378
Connecticut	(888) 999-5195	Montana	(888) 874-9378	Utah	(888) 874-9378
Delaware	(888) 999-5195	Nebraska	(888) 874-9378	Vermont	(888) 999-5195
Florida (except Panhandle)	(800) 444-5445	Nevada	(888) 874-9378	Virginia (northern)	(888) 999-5195
Florida (Panhandle Area)	(800) 444-5445	New Hampshire	(888) 999-5195	Virginia (southern)	(800) 931-9501
Georgia	(800) 444-5445	New Jersey	(888) 999-5195	Washington	(800) 404-0110
Hawaii	(800) 242-6788	New Mexico	(888) 874-9378	Washington DC	(888) 999-5195
Idaho	(888) 874-9378	New York	(888) 999-5195	West Virginia (southwest)	(800) 941-4501
Illinois	(800) 941-4501	North Carolina	(800) 931-9501	West Virginia (northeast)	(800) 999-5195
Indiana	(800) 941-4501	North Dakota	(888) 874-9378	Wisconsin	(800) 941-4501
Iowa	(888) 874-9378	Ohio	(800) 941-4501	Wyoming	(888) 874-9378
Kansas	(888) 874-9378	Oklahoma	(800) 406-2832	TRICARE Europe	(888) 777-8343
Kentucky	(800) 941-4501	Oregon	(800) 404-0110	TRICARE Latin America	(888) 777-8343
Louisiana (eastern)	(800) 444-5445			TRICARE Pacific	(888) 777-8343

Note: These toll-free numbers are not free when dialing from overseas. However, you can contact a stateside base operator via DSN and ask them to place the number toll-free.